DEC STD 005-2 Reporting Products Potentially Non-Compliant with Digital Design Standards

DOCUMENT IDENTIFIER: A-DS-EL00005-02-0000 Rev D4, 08-Sep-1992

ABSTRACT: This document describes the procedure required for reporting products which may not comply with Digital Design Standards listed in DEC STD 066-0 Digital Design Standards.

APPLICABILITY: It is mandatory for all Digital employees to report Digital products that are believed not to comply to Digital design standards, as listed in DEC STD 066-0.

STATUS: APPROVED 08-Sep-1992; use VTX SMC for current status.

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APPROVAL: This document has been reviewed and recommended for approval by the General Review group for its category. Rev D4 contains clerical changes provided by the owner.

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Use $ VTX ELF for the latest location information.

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1 INTRODUCTION

If a product is believed to be non-compliant, the following process must be used to address and resolve the problem. The person/s implementing this process must also guarantee that the manufacture and sale of the product does not violate applicable laws, codes, or regulations while assuring that the product performs its intended functions.

1.1 PURPOSE

This standard defines the process for reporting products that are believed not to comply with the requirements of Digital design standards, as listed in *DEC STD 066-0 Digital Design Standards*.

The procedure for stopping shipment of a product is described in *DEC STD 005-1 In-Plant Product Hold Procedure*.

The procedure for requesting a waiver to a product, for a specific Geographic Market, is described in *DEC STD 066-3 Policy For Designing Products For All Countries Designated As Strategic Markets*

The procedure for requesting waivers is described in *DEC STD 066-2 Waivers to Digital Design Standards*.

The procedures for reporting, investigating, and problem resolution of alleged product safety incidents are described in *DEC STD 132-0 Digital Services Safety and Liability Policies and Procedures*.

1.2 SCOPE

This standard applies to products in current production that are believed to be non-compliant with a Digital design standard as listed in DEC STD 066-0. The responsibilities for action to address a reported potentially non-compliant product are defined under subhead 1.3.

To resolve a potentially non-compliant product issue, the following applies:

1. Determine if the product is, in fact, a non-compliant product.
2. Develop a mutual plan, with the people listed in Table 1, to correct the problem.
3. Correct the problem, if necessary, by using one or more of the following methods:
    a. Follow DEC STD 132-0 if the potentially non-compliant product could result in a safety incident. Develop a mutual corrective action plan as recommended by Digital Services Safety and Liability, if warranted by the results of the investigation.
    b. Put the product on hold, if necessary, and stop shipment. See DEC STD 005-1.
    c. Obtain a waiver to the design requirement, as described in DEC STD 066-2.
    d. Withdraw the non-compliant product from the business or geographical market, as described in DEC STD 066-3.
    e. Revise the product specification requirement. The product specification requirement may not reflect the requirement actually stated in the standard.

f. Revise the Digital standard. Information in the Digital standard may be incorrect or out of date.

NOTE

If the standard is determined to be incorrect or out of date, the standard owner must revise the standard.

1.3 RESPONSIBILITIES

1.3.1 Originator of Potential Non-Compliance Report

The originator of the Potential Non-Compliance Report (see Figure 1 for a sample of the report) is responsible for filling out Part 1 on the form, and sending the form to the Product Manager and the Standards Process Manager. The Product Manager's name can be found in the Option Module List and the Standard Process Manager is listed in Table 1.

1.3.2 Product Managers

Product Managers are required to respond within 15 days upon receipt of Product Potential Non-Compliance Reports See subhead 2. for the reporting procedure. The Product Manager is responsible for notifying Geographic Sales Managers of products which may not meet applicable country, state, or local requirements and withholding products from sale, when applicable. The Product Manager may also notify the standard owner for technical support in evaluating the issue.

1.3.3 Standard Owner

The standard owner is responsible for evaluating Potential Product Non-Compliance Reports from a technical standpoint. This will be at the request of the Product Manager.

1.3.4 Standards Process Manager

The Standard Process Manager is responsible for distributing non-compliance reports to those who need to know, monitoring follow-up actions to resolve non-compliance, and maintaining product records that indicate how non-compliance reports were resolved.

2 REPORTING PROCEDURE

When a Potential Product Non-Compliance Report identifies a product defect that could result in a safety incident, a Digital Services Safety and Liability investigation must be initiated, as described in DEC STD 132-0.

The Potential Product Non-Compliance Report may be generated after a product hold procedure has been implemented.

NOTE

The Potential Product Non-Compliance Report (Rev D) form can be obtained via E-Mail from MILPND::SIPILA.

The procedure for reporting a potentially non-compliant product is as follows:

1. The person reporting the potentially non-compliant product fills in Part 1 of the Potential Product Non-Compliance Report (see Figure 1 for a sample of the report) and sends a copy of the report to the Product Manager (listed in the Option/Module list) and the Standards Process Manager (listed in Table 1).

   NOTE

   Electronic mail should be used as much as possible to expedite this reporting process.

2. The Standards Process Manager, upon receipt of a Potential Product Non-Compliance Report, notifies the standard owner and those persons who need to know that the product may not be compliant with all applicable Digital design standards. Table 1 is a partial list of people who may need to know about a non-compliant product.

   NOTE

   The Product Manager, upon receipt of a Potential Product Non-Compliance Report, must respond within 15 days. If the Product Manager fails to respond within 15 days, the Potential Non-Compliance Report will be brought to the attention of his or her management.

3. To acknowledge the reported potentially non-compliant product, the Product Manager fills in Part 2 of the Product Non-Compliance Report and sends copies of the report to the originator of the report and the Standards Process Manager.

   If the Product Manager (or person committed to corrective action) agrees with the Potential Product Non-Compliance Report, he or she notes a plan for correcting the non-compliance on the report and sends copies of the report to the originator of the report and the Standards Process Manager.

   Alternatively, the Product Manager may state his/her intention to live with the non-compliance for the duration of the product's life and request a waiver to the design standard.

   NOTE

   If the product is non-compliant with the requirements of a specific geographic market area, the Product Manager must also produce a plan to ensure that Digital does not violate the legal or regulatory requirements of that area.

4. If the Product Manager disagrees with the Potential Product Non-Compliance Report, he/she notes the reason for disagreement on the report and sends copies of the report to the originator of the report and the Standards Process Manager.

   a. If the originator is satisfied with the Product Manager's response, he/she notifies the Standards Process Manager that the case is closed.

   b. If the originator is not satisfied with the Product Manager's response, he/she notifies the Standards Process Manager who will then escalate the report.

5. The Standards Process Manager completes Part 3 on the Potential Product Non-Compliance Report and retains copies of all reports and related correspondence.

Table 1: Need-To-Know Contacts

Individual or Functional Organization	How to Locate
Product Manager	Listed in Option/Module List (VTX CEO)
Engineering Manager	Listed in Option/Module List (VTX CEO)
Plant Quality Manager	Call affected plant
Group Quality Manager	Contact Corporate Quality Office
Maintainability Engineering Manager	Listed in Option/Module List
Standard Owner	Listed in applicable Digital Standard or contact Standards Process Manager
Standards Process Manager	Eric Williams MLO4-2/T65 DTN: 223-4166 JOKUR::WILLIAMS
Digital Services Safety and Liability	Steve Russo, OGO1-2/H11 DTN: 276-9176 CSSE::RUSSO
Manufacturing Product Safety and Regulations	Tom Moore, BXC1-2/H8 DTN: 229-7198 ISLNDS::MOORE_T
Country Advisors	Michael Neuffer, MLO4-2/T65 DTN: 223-4129 MILPND::NEUFFER

Figure 1: Potential Product Non-Compliance Report Form

POTENTIAL PRODUCT NON–COMPLIANCE REPORT (Rev D)

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PART 1 –– Completed by the person reporting a product believed not to comply to a Digital Standard

The following product _____

is believed to be non–compliant with _____
(applicable DEC STD or regulation listed in DEC STD 066–0)

_____

Brief description of potential defect or problem – attach additional information.

_____

Report Originator Mail Stop Node DTN Date

_____

Product Manager Mail Stop Node DTN Date

==========

PART 2 –– Completed by Product Manager (MUST RESPOND WITHIN 15 DAYS)

Intended Action(s):
____ Stop shipment until problem is corrected. See DEC STD 005–1.
____ Start incident investigation process. See DEC STD 132–0.
____ Correct Problem (state plan)
____ Obtain a waiver to the design standard. See DEC STD 066–2.
____ Withdraw product from business or geographical market.
____ I disagree with this non–compliance report. State reason(s):

_____

_____

_____

Product Manager Mail Stop Node DTN Date

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PART 3 –– Completed by the Standards Process Manager

Action Taken:
Date report received:
Date report closed:
Control number:

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DISTRIBUTION OF FORM: 1) Originator completes Part 1 and sends form to Product Manager and Standards Process Manager. 2) Product Manager responds and sends form to Originator and Standards Process Manager.

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APPENDIX A REFERENCED DOCUMENTS

A.1 EL-Class Digital Documents

EL-Class Number	Document Title
EL-00005-01	*DEC STD 005-1 In-Plant Product Hold Procedure*
EL-00066-00	*DEC STD 066-0 Digital Design Standards*
EL-00066-02	*DEC STD 066-2 Waivers to Digital Design Standards*
EL-00066-03	*DEC STD 066-3 Policy for Designing Products for All Countries Designated As Strategic Markets*
EL-00132-00	*DEC STD 132-0 Digital Services Safety and Liability Policies and Procedures*

Use VTX SMC to order copies of EL-class documents from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

A.2 Ordering Information

Following are the sources for documents not available from Standards and Methods Control.

- Potential Product Non-Compliance Report (Rev D) form

  The Potential Product Non-Compliance Report (Rev D) form can be obtained via E-Mail from MILPND::SIPILA

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+-------------------------------------------------------------------+
|                        READER COMMENTS                            |
|                                                                   |
| Your  comments  and suggestions  will help  Standards and Methods |
| Control improve their services and documents.                     |
+-------------------------------------------------------------------+
```

Did you request this document? _____ If so, did it arrive within a satisfactory period of time? _____ Please comment.

What are your impressions of this document? Consider format, organization, completeness, readability, and illustrations.

————————————FOLD ON THIS LINE———————————————————— -

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